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Content

Pg.1 – ‘PATIENT SAFETY IS
OUR PRIORITY’

HOSPITAL UiTM Newsletter

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‘PATIENT SAFETY IS OUR PRIORITY’

By: Dr Julina Md Noor & Dr Mahfuzah Ruselan

Quality Improvement and Patient Safety (QIPS) is a newly established department in Hospital Universiti Teknologi MARA (HUiTM). Previously called the Quality Unit led by Dr. Leny Suzana under the Faculty of Medicine, QIPS is now led by Dr. Julina Md Noor (Emergency Physician). She is assisted by Dr. Mohd Amin Mohd Mokhtar as the Deputy Head (Emergency Physician), Dr. Fatim Zulqaiqa and Dr. Mahfuzah Ruselan (Medical Officer), Pn. Natasha Kamal (Assistant Registrar) and SN Noorlizah@Wendy from the Nursing Unit.

The main objective of QIPS is to ensure that patient’s care remain at the forefront and at the same time, provide a conducive environment for health care workers. This is performed through analysis of practice performances, identify measures for improvement and assistance to healthcare workers to enhance their performances.

“

Quality is not an act; it is a habit - Aristotler

”

Benchmark visits to Hospital Sg Buloh (HSB), Universiti Malaya Medical Center (UMMC) and National Heart Institute IJN) were done to understand the job scope and the field better. Members of this department also underwent Malaysian Society for Quality in Health (MSQH) and Institute for Healthcare Improvement (IHI) training to better equip ourselves with the necessary knowledge.

The first order of the day for QIPS Department is to implement and to reinforce "Patient Safety" in all clinical practices, conforming to the Malaysian Patient Safety Guidelines (MPSG). Ultimately, we aim to embed this as a work culture to each and everyone here in HUiTM. Every point in the process of caregiving has a certain degree of harm or risk. Clear policies, organizational leadership capacity, data to drive safety improvements, skilled health care professionals and active involvement of patients in their care are all needed to ensure sustainable and significant improvements in the safety of health care delivery.



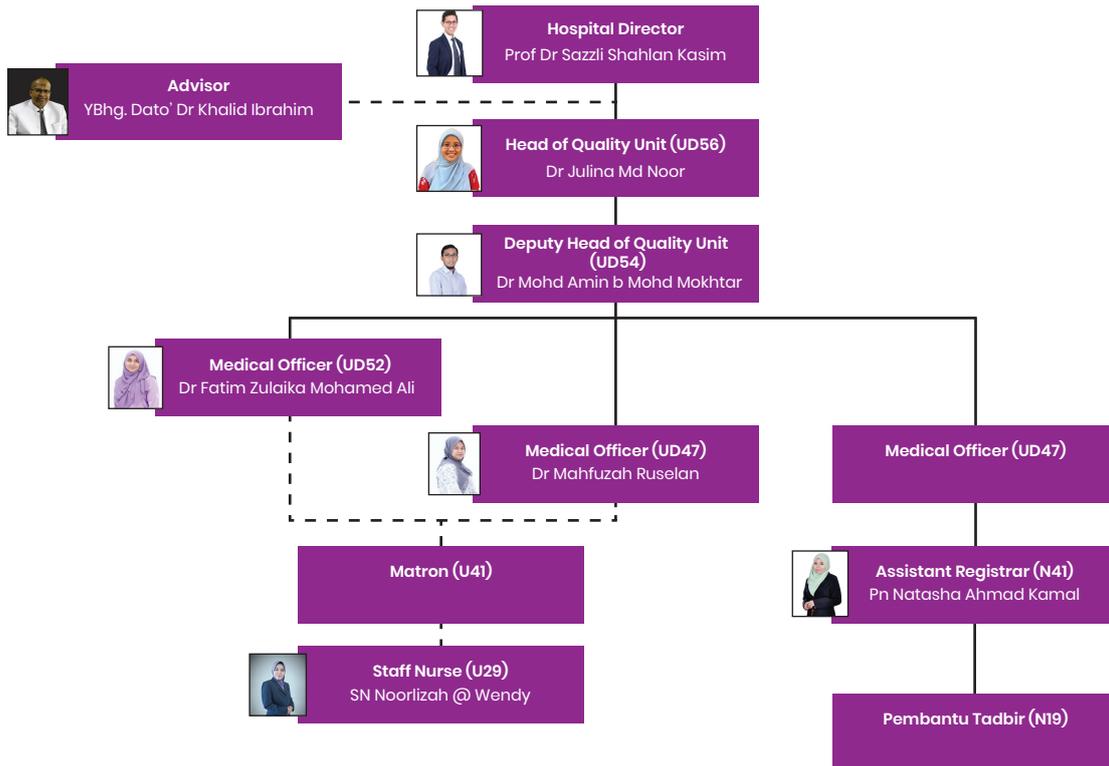
With this in mind, we aim for HUiTM to attain the status of MSQH accredited hospital by 2022, in the bid to become the premier teaching hospital in Malaysia.

Among our initial initiatives are to encourage incident reporting, to strengthen falls and pressure ulcer care plan and to identify gaps in the delivery of care. Together with other departments in HUiTM, we also plan to organize campaigns on "Clean Care is Safe Care", "Safe Surgery Saves Lives" and "Patient Safety Awareness Day".

We hope that everyone in HUiTM will support the initiatives, and together, we will make health care safer. Last but not least, we are always open to suggestions and constructive ideas for the betterment of the establishment.



Quality Unit HUiTM Organization Chart



OBJECTIVE

- 01** Ensuring patient safety in compliance with the Malaysian Patient Safety Goals
- 02** Oversee the implementation of quality assurance
- 03** Training of staff for quality and safety in healthcare
- 04** Store, collect and analyze data related to Quality improvement measure
- 05** Maintain all quality documents and ensure that all quality documents are endorsed by the Hospital Management



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